

Internet for business people

Gradwell is a leading independent provider of Internet communications services to UK business people.

Focused on small and growing businesses, Gradwell listens to customers and delivers the products, services and support they need to take advantage of the Internet. Gradwell specialises in designing flexible service packages, ideally suited to small business customers.

Phone Services

- Internet telephony (VoIP), accessories & hardware

Broadband Internet

- Designed for use with Internet telephony

Email & Website Hosting

- Full control with web administration

Bundles and extras

- A service for every line on your business card

Founded in 1998 by Internet entrepreneur Peter Gradwell – ‘one of the changing faces of IT’ (Daily Telegraph, February 2007) – the company continues to be driven by a strong team of Internet experts, all committed to deliver innovative products and services to customers.

The team doesn’t believe in creating technology for technology’s sake, but in creating products that enable customers to succeed in everyday business. With over 18,000 customers to date, it’s a belief that’s helped Gradwell and its customers go from strength to strength.

Award-winning approach

Gradwell operates using its own products. In fact, the first VoIP solution Gradwell ever developed was to solve an internal telephony issue. If the products didn’t work for Gradwell, they would never be offered to its customers.

Gradwell’s commitment to product innovation, customer service and support has seen the company win numerous awards:

- Member of the 2009 Deloitte Tech Fast 50
- ‘Best Business Internet Telephony Provider’ (ITSPA - December 2008)
- ‘Best use of teleworking’ (DTI recognition)



Gradwell now and then

- **2009:** Hosted Unified Comms, combining mobiles, desk phones and softphones under one number, launched to customers.
- **2009:** Named by Deloitte as one of the fastest growing tech companies in the UK
- **2008:** Gradwell named ‘Best Business Internet Telephony Provider’ by the ITSPA.
- **2008:** Own broadband service for Internet Telephony services launched.
- **2004:** Hosted VoIP launched as a business telephony product.
- **2002:** Own VoIP solution developed.
- **1998:** Registered as Gradwell Dot Com Ltd, primarily offering web and email solutions to small businesses.

Flexible service packages from VoIP and broadband, to website hosting and email management.



High standards of service

In terms of service levels, Gradwell consistently achieves 99.99% availability – the industry standard - testament to Gradwell's resilient systems, supported by multiple clusters.

However, as with any complex technology, outages are inevitable – its how you deal with them that sets you apart. If availability is ever affected, Gradwell takes a proactive approach. Customers are informed immediately while the team calmly manages the situation, showing the same sense of urgency and commitment they'd show their own business.

Past, present and future

With growing revenues in excess of £3 million, and an ever-increasing customer base, Gradwell is prepared for growth. By reinvesting profits into the team, research and infrastructure, Gradwell will continue to deliver the best of the Internet to its customers.

Our people

- **Down-to-Earth:** Gradwell people are straight forward & grounded.
- **Friendly:** Gradwell people like to make work a fun and relaxed place to be.
- **Helpful:** Gradwell people always look for ways to help customers and colleagues.
- **Persistent:** Gradwell people get the job done – whatever it takes.

The management team	
Peter Gradwell	Managing Director
Barrie Millett	Commercial Director
Stuart Herbert	Head of Engineering
Derek Swindell	Sales Manager

You can keep up-to-date with news and views at by following us on Twitter (www.twitter.com/gradwelltweets), or by joining our LinkedIn customer group (www.gradwell.com/linkedin).

Gradwell facts

- **Customer base:** 21,000
- **Repeat billing agreements:** 9,200
- **Channel partners:** 300
- **Phone numbers:** 41,000
- **Trunk delivery SIP:** 7,600
- **IAX:** 10,600
- **Centrex & single line services:** 18,600 extensions logged in since Jan 2009
- **Accessories & hardware:** Nearly 3,000 handsets, routers and accessories shipped in 2009
- **PSTN phone minutes:** 3.8M outbound. 3.4M inbound in Feb 2010